‘Join NIAPS’ Process Overview

NIAPS Customer Advocate (NCA)

PMW 240, Mechanicsburg, PA

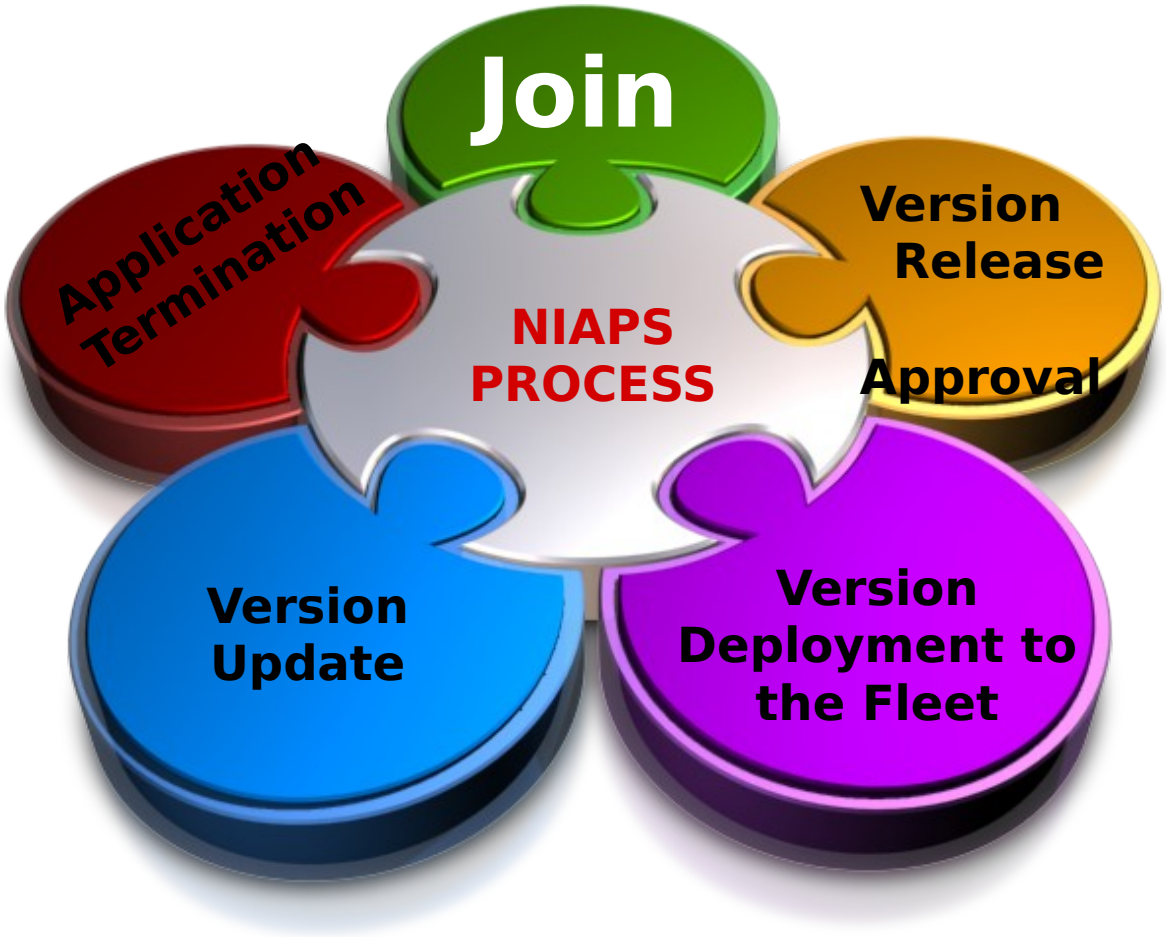
March 2014

PEO EIS
ENTERPRISE INFORMATION SYSTEMS
DEPARTMENT OF THE NAVY

Sea Warrior
PROGRAM
PMW 240

eSolutions for Sailor and Fleet Readiness

NIAPS: The Big Picture



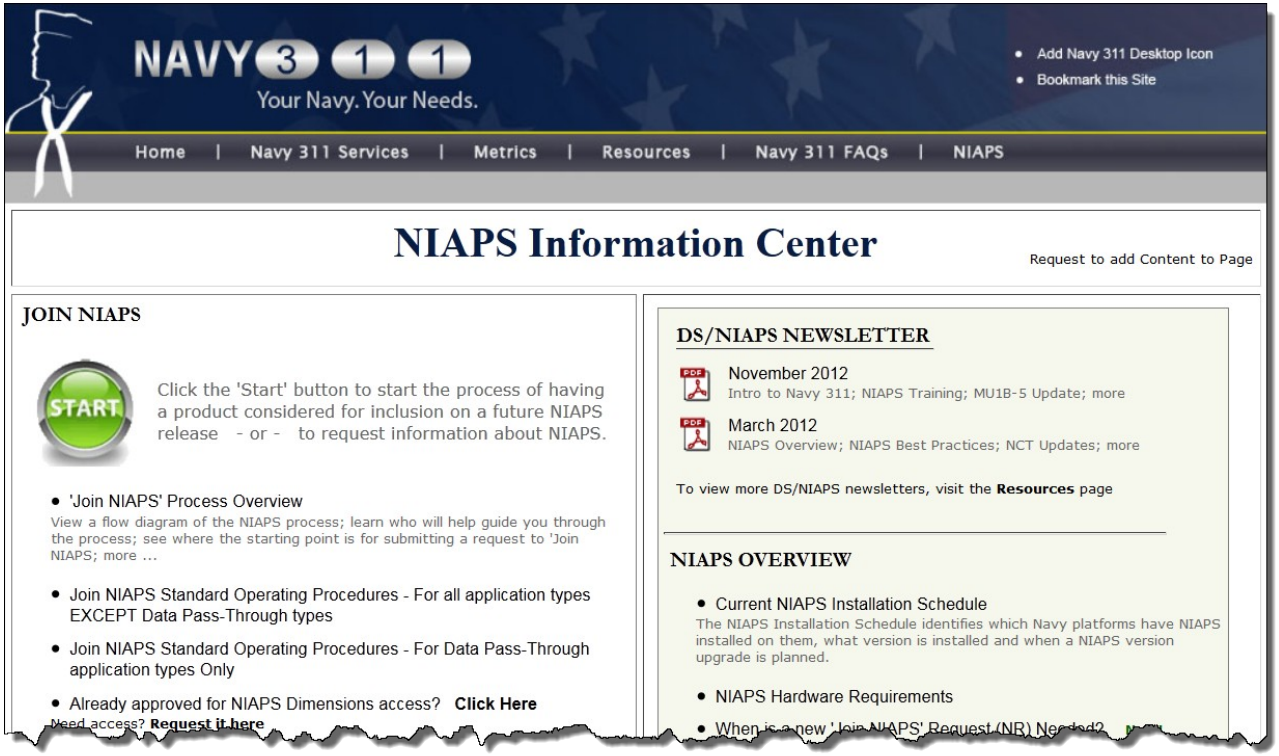
The NIAPS Process consists of 5 major pieces:

1. **'Joining' NIAPS**
2. **NIAPS version release approval**
3. **Deployment of the NIAPS version to the Fleet**
4. **Updating a NIAPS version release**
5. **Removing an application from a NIAPS release**

The remaining part of this presentation will address the "Join" piece

NIAPS Information Center

- **The NIAPS Information Center, found at the NAVY 311Website, contains educational material that NIAPS customers will find useful:**
  - **Access Path: www.navy311.navy.mil > 'NIAPS' link on navigation bar**


NAVY 311
Your Navy. Your Needs.
Add Navy 311 Desktop Icon
Bookmark this Site
Home | Navy 311 Services | Metrics | Resources | Navy 311 FAQs | NIAPS
NIAPS Information Center
Request to add Content to Page
JOIN NIAPS
START
Click the 'Start' button to start the process of having a product considered for inclusion on a future NIAPS release - or - to request information about NIAPS.
'Join NIAPS' Process Overview
View a flow diagram of the NIAPS process; learn who will help guide you through the process; see where the starting point is for submitting a request to 'Join NIAPS; more ...
Join NIAPS Standard Operating Procedures - For all application types EXCEPT Data Pass-Through types
Join NIAPS Standard Operating Procedures - For Data Pass-Through application types Only
Already approved for NIAPS Dimensions access? Click Here
Need access? Request it here
DS/NIAPS NEWSLETTER
November 2012
Intro to Navy 311; NIAPS Training; MU1B-5 Update; more
March 2012
NIAPS Overview; NIAPS Best Practices; NCT Updates; more
To view more DS/NIAPS newsletters, visit the Resources page
NIAPS OVERVIEW
Current NIAPS Installation Schedule
The NIAPS Installation Schedule identifies which Navy platforms have NIAPS installed on them, what version is installed and when a NIAPS version upgrade is planned.
NIAPS Hardware Requirements

NIAPS Info Center contains:

- 'Join' starting point
- Installation schedule
- Process overviews
- Program level info
- FAQs
- Document center
- Deliverable information
- more ...

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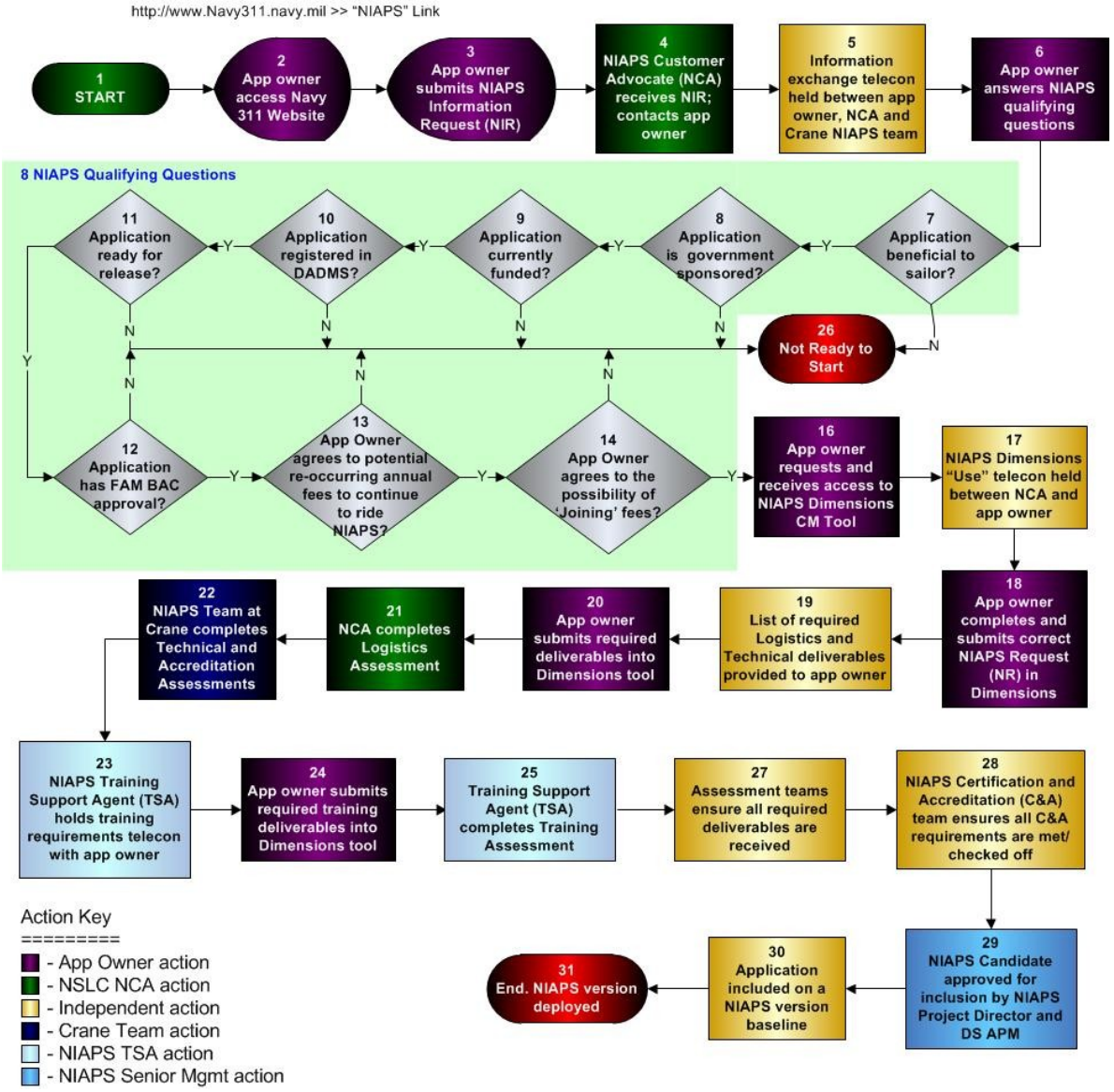
‘Join NIAPS’ Process Flow

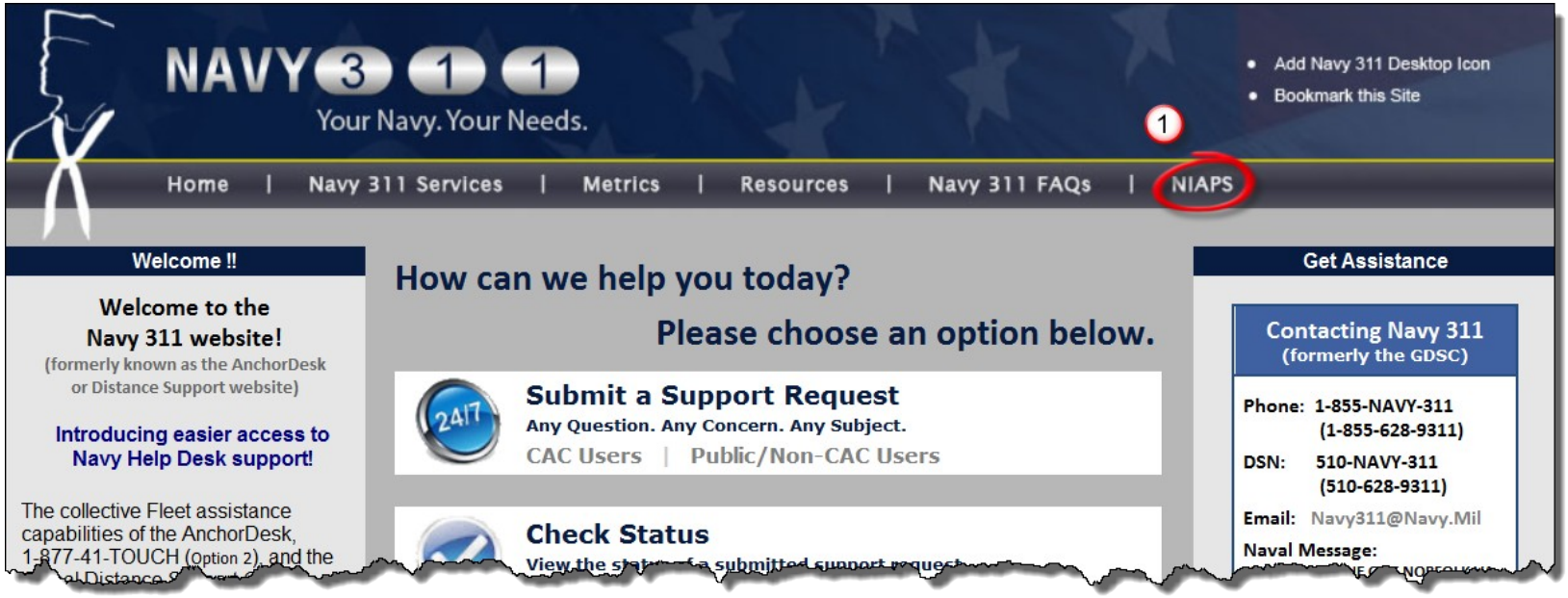

http://www.Navy311.navy.mil >> “NIAPS” Link
1 START
2 App owner access Navy 311 Website
3 App owner submits NIAPS Information Request (NIR)
4 NIAPS Customer Advocate (NCA) receives NIR; contacts app owner
5 Information exchange telecon held between app owner, NCA and Crane NIAPS team
6 App owner answers NIAPS qualifying questions
8 NIAPS Qualifying Questions
7 Application beneficial to sailor?
8 Application is government sponsored?
9 Application currently funded?
10 Application registered in DADMS?
11 Application ready for release?
12 Application has FAM BAC approval?
13 App Owner agrees to potential re-occurring annual fees to continue to ride NIAPS?
14 App Owner agrees to the possibility of ‘Joining’ fees?
26 Not Ready to Start
16 App owner requests and receives access to NIAPS Dimensions CM Tool
17 NIAPS Dimensions “Use” telecon held between NCA and app owner
18 App owner completes and submits correct NIAPS Request (NR) in Dimensions
19 List of required Logistics and Technical deliverables provided to app owner
20 App owner submits required deliverables into Dimensions tool
21 NCA completes Logistics Assessment
22 NIAPS Team at Crane completes Technical and Accreditation Assessments
23 NIAPS Training Support Agent (TSA) holds training requirements telecon with app owner
24 App owner submits required training deliverables into Dimensions tool
25 Training Support Agent (TSA) completes Training Assessment
27 Assessment teams ensure all required deliverables are received
28 NIAPS Certification and Accreditation (C&A) team ensures all C&A requirements are met/ checked off
29 NIAPS Candidate approved for inclusion by NIAPS Project Director and DS APM
30 Application included on a NIAPS version baseline
31 End. NIAPS version deployed
Action Key
- App Owner action
- NSLC NCA action
- Independent action
- Crane Team action
- NIAPS TSA action
- NIAPS Senior Mgmt action

Starting the 'Join NIAPS' Process

- **The start of the 'Join NIAPS' process begins at the NAVY 311 website. The NAVY 311 website can be accessed at:**

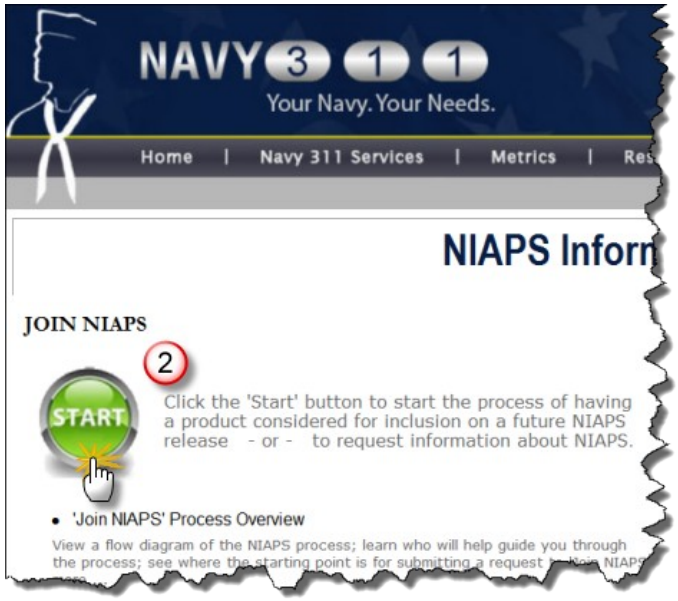
  www.navy311.navy.mil

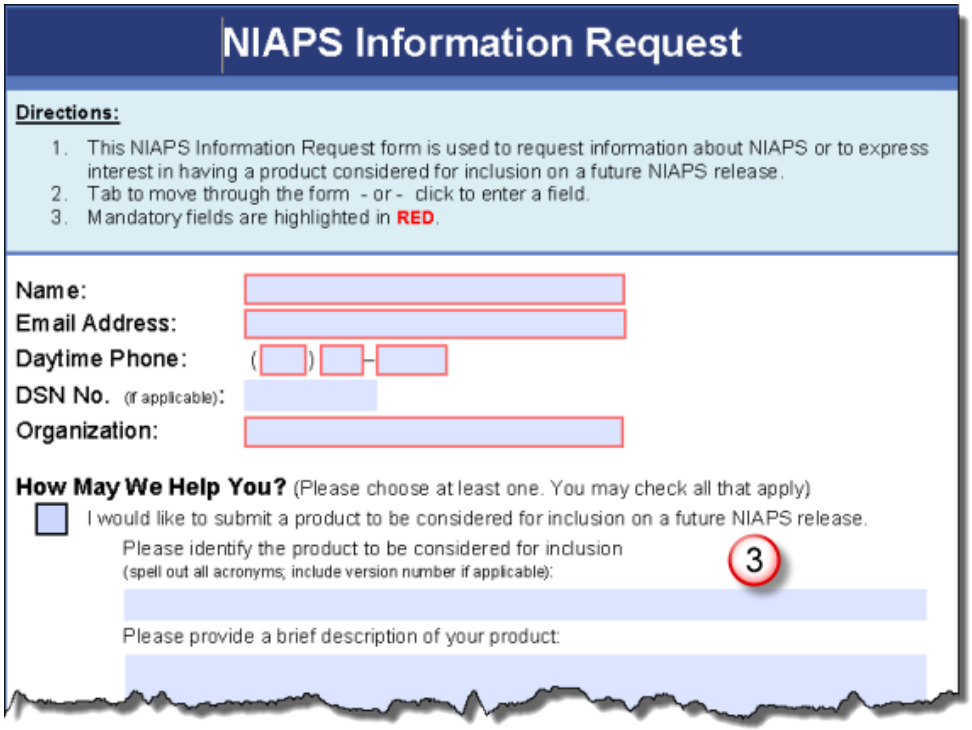
1. From the home page, click the 'NIAPS' link


NAVY 311
Your Navy. Your Needs.
Add Navy 311 Desktop Icon
Bookmark this Site
1
Home | Navy 311 Services | Metrics | Resources | Navy 311 FAQs | NIAPS
Welcome !!
Welcome to the Navy 311 website!
(formerly known as the AnchorDesk or Distance Support website)
Introducing easier access to Navy Help Desk support!
The collective Fleet assistance capabilities of the AnchorDesk, 1-877-41-TOUCH (Option 2), and the
How can we help you today?
Please choose an option below.
24/7
Submit a Support Request
Any Question. Any Concern. Any Subject.
CAC Users | Public/Non-CAC Users
Check Status
Get Assistance
Contacting Navy 311
(formerly the GDSC)
Phone: 1-855-NAVY-311
(1-855-628-9311)
DSN: 510-NAVY-311
(510-628-9311)
Email: Navy311@Navy.Mil
Naval Message:

Starting the 'Join NIAPS' Process (continued)

2. **In the 'NIAPS Information Center,' under the 'Join NIAPS' area, click the green *Start* button.**


NAVY 311
Your Navy. Your Needs.
Home | Navy 311 Services | Metrics |
NIAPS Inform
JOIN NIAPS
2
START
Click the 'Start' button to start the process of having a product considered for inclusion on a future NIAPS release - or - to request information about NIAPS.
'Join NIAPS' Process Overview
View a flow diagram of the NIAPS process; learn who will help guide you through the process; see where the starting point is for submitting a request


NIAPS Information Request
Directions:
1. This NIAPS Information Request form is used to request information about NIAPS or to express interest in having a product considered for inclusion on a future NIAPS release.
2. Tab to move through the form - or - click to enter a field.
3. Mandatory fields are highlighted in RED.
Name:
Email Address:
Daytime Phone:
DSN No. (if applicable):
Organization:
How May We Help You? (Please choose at least one. You may check all that apply)
I would like to submit a product to be considered for inclusion on a future NIAPS release.
Please identify the product to be considered for inclusion
(spell out all acronyms; include version number if applicable):
3
Please provide a brief description of your product:

3. **A PDF form will be presented. Complete and submit the form.**

Be sure to check the first box under the "How May We Help You" section of the form. The box indicates interest in having an app included on a NIAPS release. Identify the

Continuing the 'Join NIAPS' Process

- **The NIAPS Information Request (NIR) will be received by the NIAPS Customer Advocate (NCA) Team at PMW 240, Mechanicsburg, PA.**
- **The NCA:**
  - **Is PMW 240's Gatekeeper for the 'Join' part of the NIAPS process**
  - **Is responsible to assist customers in getting their candidate product through the complex NIAPS process.**
  - **Is the NIAPS customer's single point of contact for all NIAPS related questions. As such, assists in coordinating information assurance, technical and training telecons when needed.**
- **Once the NIAPS Information Request hits the system, the NCA will contact the NIAPS customer to determine if the application candidate "qualifies" to continue through the rest of the NIAPS process.**

See Slide 12 for NCA POC Information

Qualifications for ‘Joining NIAPS’

- **In order to continue with the rest of the ‘Join NIAPS’ process, an application candidate must first ‘qualify’ by meeting these requirements (App owner must answer ‘Yes’ to each of these questions):**
  1. **Is the application candidate beneficial to the shipboard sailor?**
  2. **Does the application candidate have a government sponsor?**
  3. **Is the application candidate currently funded?**
  4. **Is the application candidate’s development stage such that it will be considered ready for release to the fleet within the next 6 months (i.e. not in an alpha, pre-alpha or beta test stage)?**

ALSO …..

Qualifications for 'Joining NIAPS' (continued)

5. **Is the application candidate's most current version number registered in DADMS?**
   - **If the application candidate requesting to join NIAPS is a client side executable, server side executable, web based application or will be using NIAPS as a data transfer vehicle, the candidate MUST be registered in DADMS**
6. **Is the application candidate's most current version number on the Baseline Allowance Control (BAC) List?**
   - **If the application candidate requesting to join NIAPS is a client side executable, server side executable, or web based application, the candidate MUST be Fleet Functional Area Manager (FAM) approved and listed on the most current FAM Baseline Allowance Control (BAC) list.**

ALSO …..

Qualifications for 'Joining NIAPS' (continued)

7. **Does the sponsor of the NIAPS candidate understand and agree to the fact that application business rules (rules for hosting) apply to having their product included on NIAPS and agree to resource the associated fees for joining NIAPS?**
   - **There is the potential for upfront fees to be charged to assess and test the application before it is approved for a NIAPS release**
   - **The NIAPS Customer Advocate team and the NIAPS NSWC Crane Technical team can, at the request of the application owner, provide a cost estimate for the application candidate to join NIAPS**
8. **Once approved for inclusion, there is the potential for recurring annual fees for the product to continue to reside on NIAPS. Does the application sponsor understand that there is the potential that the NIAPS program could apply recurring annual fees to continue NIAPS hosting in the future?**
   - **The NIAPS Customer Advocate team and the NIAPS NSWC Crane Technical team can, at the request of the application owner, provide a cost estimate for the application candidate to continue to be hosted on NIAPS**

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Continuing the 'Join NIAPS' Process

- **Once a positive answer has been received for each of the qualifying questions, the NIAPS Customer Advocate will assist the application owner in getting access to and using the NIAPS Serena Dimensions™ Configuration Management (CM) Tool.**
- **The Dimensions Tool:**
  - **Is the application's lifecycle management tool that ties an application version to a NIAPS release baseline**
  - **Is used to create the initial NIAPS Request (NR)**
    - **The NR is a form that captures all of the pertinent information each NIAPS action activity needs to know about the NIAPS candidate**
  - **Is the data repository that captures and stores all Logistics, Technical and Training deliverables needed to complete the NIAPS approval process**

NIAPS Customer Advocate (NCA)

- **Location:** **PMW 240, Mechanicsburg, PA**
- **Purpose:** **Functional Lead for the 'Join' part of the NIAPS Process**
- **Responsibility:**
  - **Develop, manage and execute the functional requirements associated with the 'Join' part of the NIAPS process.**
  - **Assist new NIAPS customers with how to get started, where to get started and define what the requirements are once started.**
  - **Acts as the NIAPS customer's liaison for any requirements related to NIAPS . Customer's personal "1-800" number for all things NIAPS.**
    - **NCA serves as the NIAPS customer's advocate for as long as the product resides on NIAPS**
- **NCA:**
  - **NCA Gov't Team Lead – 215 219 1477**
  - **NCA - 717-975-9930**